



STATE OF WASHINGTON
DEPARTMENT OF CORRECTIONS
OFFICE OF THE SECRETARY
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June 11, 2020

TO: All Appointing Authorities

FROM: Stephen Sinclair, Secretary

SUBJECT: Quality Assurance Site Visits

Our environment has changed significantly in the past several months, from the regular use of masks, gowns, face shields, and hand sanitizer, to protocols for social distancing and contact mapping. Much in our line of work has been impacted by COVID-19.

The expanse of operational changes we've experienced has been significant and it may take time to adapt. Quality assurance checklists have been developed to assist in adapting to our *new normal*. The checklists are intended to validate that the processes established in response to COVID-19 have been implemented and are working effectively.

Quality assurance visits will begin immediately at all agency locations. The quality assurance visits will be conducted by agency staff with a goal of minimal disruption to daily operations. Upon completion, a brief report highlighting visit outcomes will be provided to the appropriate appointing authorities.

Next week, we will start the first round of visits, during which the team will finalize the checklists and further define the review process. As we advance through the reopening steps, we expect there will be further updates to our processes and we plan to continue quality assurance checks to ensure continued success.

Questions regarding the quality assurance checklists and visits can be directed to Michelle Walker at michelle.walker@doc.wa.gov.